

# mymarket.com – your current online ordering site is changing...

Dear Online Customer,

We are pleased to announce that as of 12th October, 3663 First for Foodservice will be replacing mymarket.com with a new online ordering website dedicated to 3663 customers, called 3663 Online. A screenshot of the new homepage can be seen below.



This new streamlined website will retain all the ordering functionality of mymarket.com, meaning you will continue to build and place orders in exactly the same way as before and your login details will remain unchanged.

We have added more news, information and promotions to the site to help you save time, money and effort in running your business.

The website address will be changing to **www.3663online.co.uk** from the 1st of October, please remember to update your bookmarks with our new address!

We hope that you find our new website informative and easy to use, but if you have any questions, please contact us via the details below:

- General 3663 queries (including product and stock queries): Please contact your local depot whose contact number you will find on your 3663 invoice, or on our website under the 'Depot Finder' in the 'Contact Us' section
- 3663 Online technical queries: **0870 0100 230**

Regards

3663 Online team

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## 3663 Online ordering FAQ's

**Q. Will I receive new 3663 Online log-in details?**

**A.** No. All of your log-in details will remain as they were on mymarket.com.

**Q. Will the change affect how I place my orders online?**

**A.** No. We have kept the process of building and placing an order online exactly as it was on mymarket.com.

**Q. What about my order history and bespoke templates?**

**A.** Both of these can be found in the same place as they were in mymarket.com. All your order history and template data has been retained.

**Q. Will the site have a new URL?**

**A.** Yes. From October 1st you will need to visit our new site address: [www.3663online.co.uk](http://www.3663online.co.uk). Please remember to update any bookmarks you may have.

**Q. Who do I contact if I have any questions?**

**A.**

- General 3663 queries (including product and stock queries): Please contact your local depot whose contact number you will find on your 3663 invoice, or on our website under the 'Depot Finder' in the 'Contact Us' section
- For detailed product information, fact sheets, dietary advice etc, please contact our Advice Centre on **0370 3663 000**

**Q. Who are iTradeNetwork?**

**A.** iTradeNetwork (formerly mymarket.com) are 3663's e-commerce partner to help us bring customers the latest in online ordering systems and comprehensive technical support. If you have problems accessing your online account, or need training on how to place an order online, please contact iTradeNetwork on **0870 0100 230**.

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